

Solution for iVMS4200 V3.7.0.5+KD8003 remote configuration open failed issue

We always recommend to use the latest version iVMS, please download from official website: <u>https://www.hikvision.com/en/support/download/software/ivms4200-series/</u>

If you're using iVMS4200 V3.7.0.5 (other version please contact Hikvision technician for help) and cannot open remote configuration of video intercom door station DS-KD8003, you can follow the instruction to solve it.

1. If	^t the picture is same as	below, <mark>it prom</mark>	n <mark>pt download t</mark> l	he dispatch.asp	file.	
C iVN	127.0.0.1:8091/dispatchConfig.html		<u>1</u> ×		- 0	🗙 🖌 admin 🕶
88				Downloads	6 Q … X	
=				dispatch (12).asp could harr want to keep it anyway?	n your device. Do you	
De	evic			Кеер	Delete	
				5		Operation
D	evi			See more		
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Solution:

- 1) Close iVMS client and exit service server
- Unzip issue 1 replacement file.zip and Replace file ConfigBrowserEdge.exe, the default path is C:\Program Files (x86)\iVMS-4200 Site\iVMS-4200 Client\Client
- 3) Open iVMS again

2. If the issue is same as below, showing a blank page.

0	VMS-4200										11 2C V		
88	Maintenance and	Managem	ent 🔿										
=		Device											
	Device Management												
			Name 1	Connecti	Network Paramet	Device Type	Serial No.	Security L	Resource	Firmware Upgrade	Operation		
	Device		BLOCK B	IP/Domain	192.168.1.202:8000	Door Sta	DS-KD8003-IME101	. Weak	Ø Online	No available version	ROP	e.	
					192.168.1. 💮 Navig	gation Canceled	5					-	
					0	Navigatio	on to the webpag	e was cancel	ed				
-						What you o	can try:						
2						• Refresh	the page.						
戀													
1	System Lon												
63			IPv4	CI IPv6	Device								
					DS-KHE								
			192.168.1.1		DS-KH6								
				34	DS-KHE								
			192.168.1.1		DS-KH6								
					DS-KHE								
					DS-KH6								

Solution:

1) Close iVMS client

2) Right click the icon and Change the port from the server in the down right corner, change it to other value, such as 8081 or 8082, then ok



3) login with new port number, then open remote configuration again.



3. Video parameters are disappeared, camera name prompt Length cannot exceed, or SIP parameters cannot be saved



Configuration

📮 Local Video

8	System	~	Video Changel	Camaral	122	
0	Network	~	video channei	Gamera I		
Ð	Video/Audio		Camera Name	Outdoor		S Length cannot exceed
2	Image		Stream Type	Main Stream	~	
a	Event	5	Video Type	Video&Audio	~	
	Schedule		Resolution	1280*720P	~	
•	General		Bitrate Type	Variable	~	
	Intercom		Video Quality	Medium	~	
•	Access Control		Frame Rate	25	~	fps
	Davica Managar	nent	Max. Bitrate	2048		Kbps 🥏
-	User	nent	Video Encoding	H.264	~	
-	oser≥		I Frame Interval	50		0
				Save		

Audio

E sachle voin Gramm			
Register User Name	1001	0	
Registration Password	********	0	
Server Address	10.9.96.28	0	
Server Port	5060	0	
Expiry Time	60	minute(s) 🥝	
Register Status	Registered		
Number	1001	0	
Display User Name	1001	0	

Solution:

- 1. Close iVMS and exit service server
- Unzip issue 3 replacement file.zip to replace folder 020 in defalt path: <u>C:\Program Files</u> (x86)\iVMS-4200 Site\Nginx\html\WebCfgPackage\Packages\01\

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系统盘 (C:) > Program Files (x86) > i\	/MS-4200 Site → Nginx →	html > WebCfgPa	ackage > Packages	; > 01
□ 名称	^	修改日期	类型	大小
<mark></mark> 001		2021/10/28 16:58	文件夹	
002		2021/10/28 16:58	文件夹	
003		2021/10/28 16:58	文件夹	
010	•	2021/10/28 16:58	文件夹	
020		2021/10/28 16:58	文件夹	
	-			

